

# Integrating Click Scheduler with Mapping & Electronic Service Orders for Automated Dispatching

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Metropolitan Utilities District of Omaha

**SAP** *for*  
**Utilities** #SAP4UTL

A collaboration between:



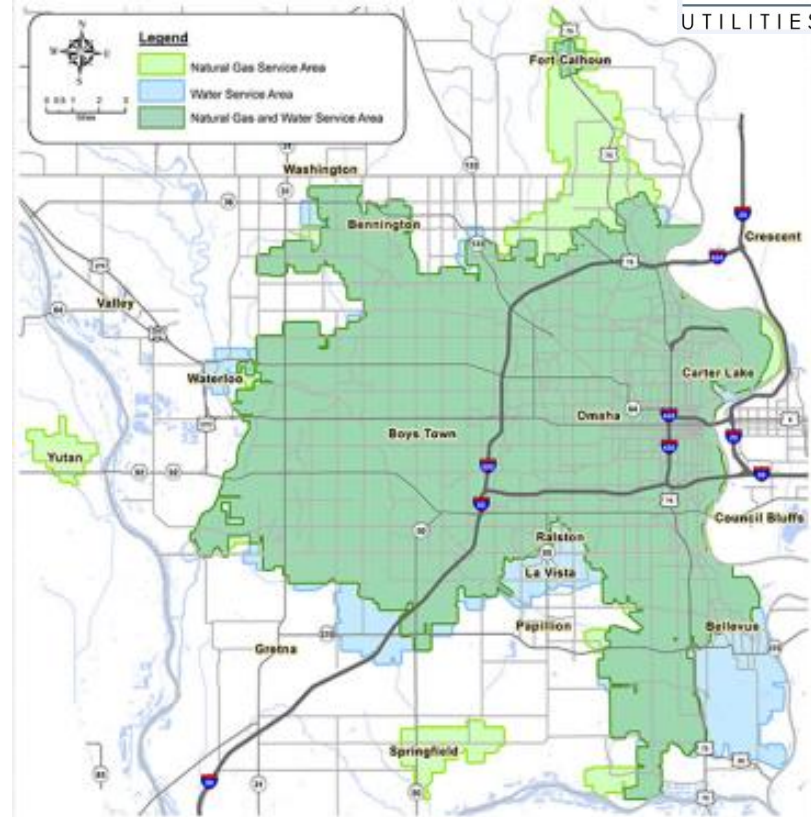
# What We Will Cover

- Outgoing Legacy Systems
- New Workflow and Architecture
- Click Scheduler
- Work Manager
- Demonstration



# About Metropolitan Utilities District

- 221,023 Natural Gas Customers
- 205,250 Water Customers
- SAP@MUD
  - 2007 FICO
  - 2009 HCM
  - 2013 CRM
  - 2014 SF/Mobility Pilot
  - 2016 Click/Full Mobility



# Legacy Systems

- Utility Partners (ViryaNet)
- CRM (Time buckets – CAS)
- Dispatch (Mobile UP Dispatch)
- Mobile Field
  - Windows Application
  - Rugged Laptops with Cellular Connectivity
- UP End-Of-Life



# CLICK SCHEDULER



# Click Scheduler



- CRM (Availability/Skills)
- Click Schedule Optimizer
  - DBGO/NBGO
  - NEW > ASSN > DISP
  - Bulk/Drip Feed Options
  - Routing/Location



# Click Scheduler

Resource Gantt (97) Last refresh: 9/12/2016 1:30:39 PM
Monday, September 12, 2016

Name	Em	M	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM
Brennan_Doug	DE												
Brown_Brendan	BB												
Buhr_Nicholas	NE												
Butler_Anthony	AB												
Byrom_Michael	MI												
Carey_Randy	RC												
Charvat_Ron	RC												
Chevalier_Jason	JCI												
Churchich_Nick	NC												
Clark_Al	AC												
Colabello_Frank	FC												
Crihnc_Kenneth	KC												

### Task List (456)

Sche	Jeopardy State	Emergency	Order #	#	Priorit	Type	Status	Assigned Resource	Duration	Appointment Start	Appointment Finish	DueDate	Start	Finish	Re	Te	Street	Apt Num	City
	Appointment - Not Assigned	False	200000684474	1	2	WWQ	NEW		0:30	7/25/2016 8:02:00 AM	7/25/2016 11:59:00 PM	7/25/2016 11:59:00 PM			So	So	7237 VALLEY RD		LA VISTA
	Appointment - Not Assigned	False	200000677441	1	2	LWT	NEW		1:30	7/26/2016 12:00:00 AM	7/26/2016 12:00:00 AM	7/26/2016 11:59:00 PM			No	No	3300 N 22ND ST	W HM	OMAHA
	Appointment - Not Assigned	False	200000649086	1	2	LWT	NEW		1:30	7/26/2016 12:00:00 AM	7/26/2016 12:00:00 AM	7/26/2016 11:59:00 PM			No	No	5505 N 99TH ST		OMAHA
	Appointment - Not Assigned	False	200000685908	1	2	WWQ	NEW		0:30	7/26/2016 11:59:00 AM	7/26/2016 11:59:00 PM	7/26/2016 11:59:00 PM			No	No	3865 CHARLES ST		OMAHA
	Not Defined	False	200000683599	1	2	LWT	NEW		1:30	7/27/2016 12:00:00 AM	7/27/2016 12:00:00 AM	7/27/2016 11:59:00 PM			Un	Un	8250 S 125TH ST		LAVISTA
	Not Defined	False	200000686750	1	2	WWQ	NEW		0:30	7/27/2016 2:30:00 PM	7/27/2016 11:59:00 PM	7/27/2016 11:59:00 PM			No	No	4765 MEREDITH AVE		OMAHA
	Not Defined	False	200000686835	1	2	WWQ	NEW		0:30	7/27/2016 6:02:00 PM	7/27/2016 11:59:00 PM	7/27/2016 11:59:00 PM			No	No	4760 MEREDITH AVE		OMAHA
	Appointment - Not Assigned	False	200000687025	1	2	WWQ	NEW		0:30	7/28/2016 10:22:00 AM	7/28/2016 11:59:00 PM	7/28/2016 11:59:00 PM			No	No	4520 N 48TH ST		OMAHA
	Appointment - Not Assigned	False	200000689078	1	2	WWQ	NEW		0:30	8/1/2016 5:01:00 PM	8/1/2016 11:59:00 PM	8/1/2016 11:59:00 PM			So	So	1545 MONROE ST		OMAHA
	Appointment - Not Assigned	False	200000688757	10	2	OFF	NEW		0:15	8/2/2016 8:00:00 AM	8/2/2016 4:00:00 PM	8/2/2016 11:59:00 PM			No	No	150 S 192ND ST		ELKHORN
	Appointment - Not Assigned	False	200000689561	1	2	WWQ	NEW		0:30	8/2/2016 9:08:00 AM	8/2/2016 11:59:00 PM	8/2/2016 11:59:00 PM			No	No	3946 N 36TH AVE		OMAHA
	Appointment - Not Assigned	False	200000689617	1	2	WWQ	NEW		0:30	8/2/2016 9:43:00 AM	8/2/2016 11:59:00 PM	8/2/2016 11:59:00 PM			No	No	923 N 38TH ST		OMAHA
	Not Defined	False	200000689921	1	2	WWQ	NEW		0:30	8/2/2016 1:08:00 PM	8/2/2016 11:59:00 PM	8/2/2016 11:59:00 PM			No	No	106 N STARK S		OMAHA
	Appointment - Not Assigned	False	200000679491	1	2	LWT	NEW		1:30	8/4/2016 12:00:00 AM	8/4/2016 12:00:00 AM	8/4/2016 11:59:00 PM			So	So	5006 S 135TH		OMAHA

Task List | Not Assigned Tasks | In Jeopardy Tasks | CGI Tasks | Emergency Tasks

**New Emergency Task**

Task: 200000709126

Type 189

Street 5524 MAYBERRY ST

City OMAHA



# WORK MANAGER





# Work Manager

- iPad Mobile Device with Verizon/VPN
- GPS Location Services
- ACK > ENRT > ARRV > CMPL
- HOLD/CGI
- Integrated Meter Management

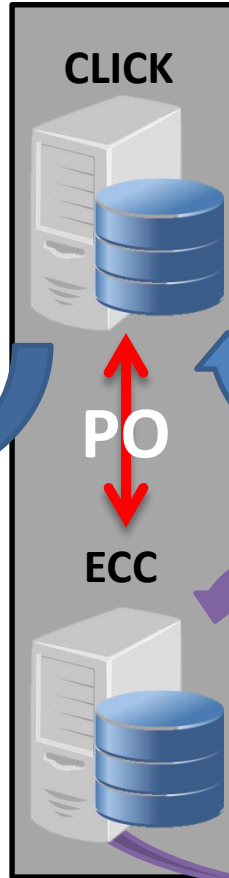


Customer Call



CSR Checks For Resources

CSR Confirms Appointment



Click Checks For Availability, Skills, Territories

Click Returns Resources



Completed Orders Synchronize

Click/ECC Dispatches Work Orders

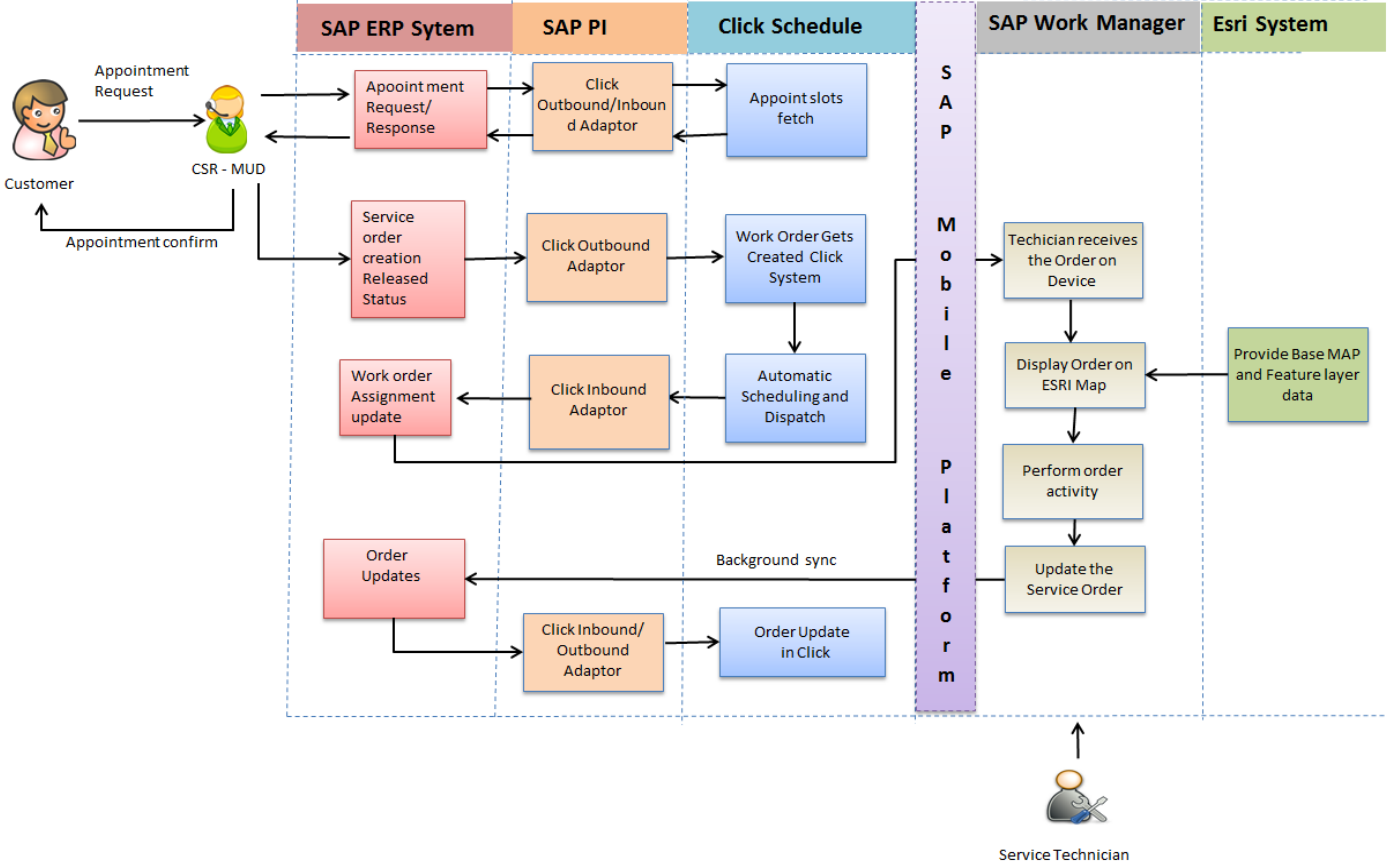


Work Manager

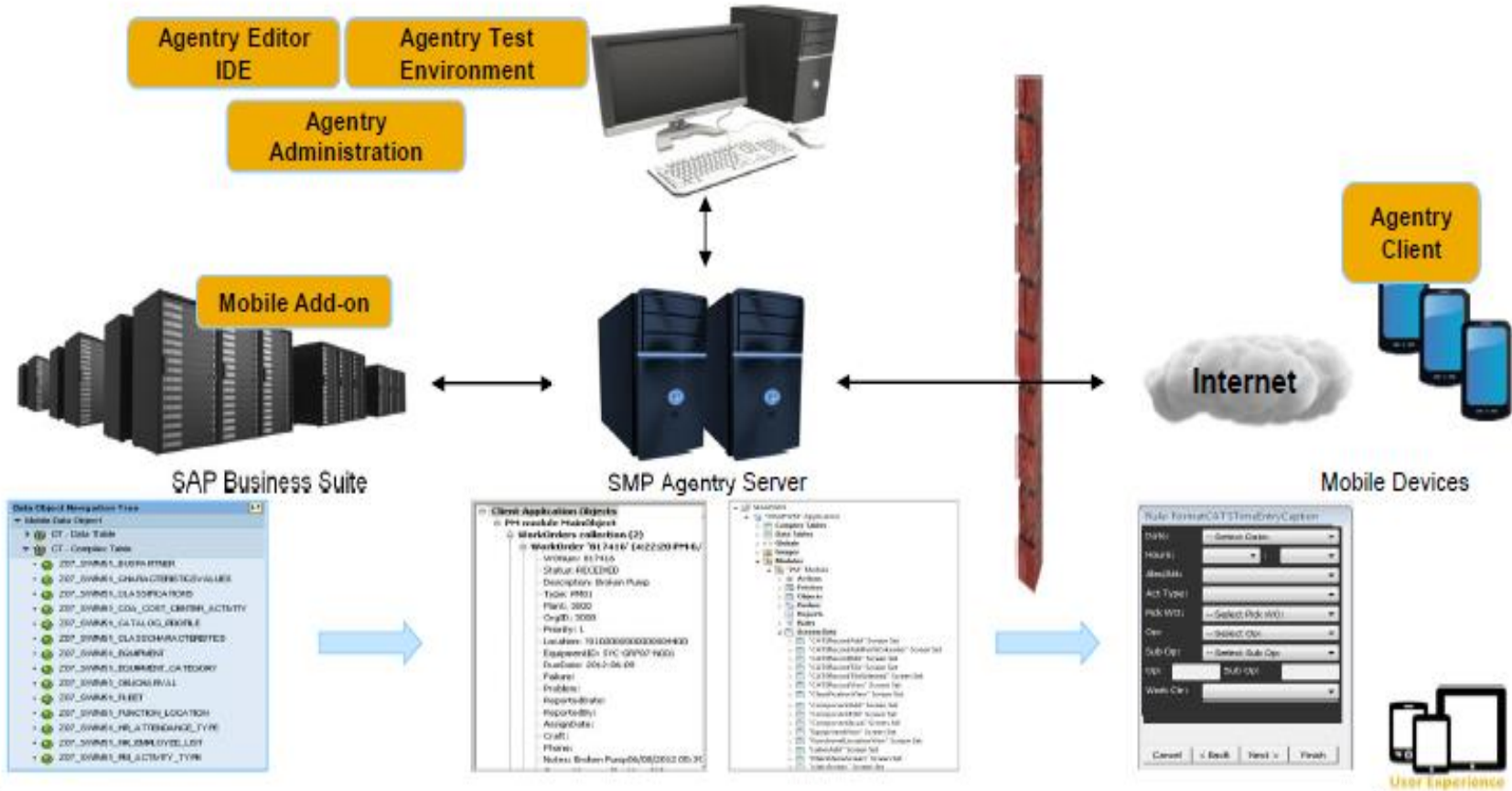
## New Workflow



# Workflow Architecture



# SMP Platform for SAP Mobile Applications



# Work Manager Demonstration

The screenshot displays the SAP Work Manager mobile application interface. At the top, the status bar shows 'Verizon LTE', '3:00 PM', and '100%' battery. The app header includes a back arrow, 'Modules', and 'SAP Work Manager' with a refresh icon.

**Left Panel: Work Orders**

- Header: Work Orders (+)
- Count: 3 Total (Filter icon)
- Search: Search
- Item 1: Backflow DC Inspection Order (10000038, BK01, Due 11/26/2014, 5601 S 22ND ST OMAHA 68107-3622)
- Item 2: Backflow PVB Inspection Order (10000039, BK01, Due 11/26/2014, 14455 HARRISON ST OMAHA 68138)
- Item 3: Backflow RP Inspection Order (10000048, BK01, Due 12/3/2014, 4004 S 29TH ST OMAHA 68107-1577) - **Selected**

**Right Panel: Work Order 10000048 - Complete**

- Navigation: Detail (selected), Operations, Objects, Attachments
- Description: Backflow RP Inspection Order
- Work Center: DLYTLE - DONALD ARTHU... (Wrk Ctr Plant: WST - Water Central stor...)
- Activity Type: ANN - Annual
- FuncLoc: 50000005 - (Equipment: 100006 - RP H WILKINS)
- History
- Location: IN X-RAY ROOM (Info icon)

**Work Order Notes**

- Backflow RP Inspection Order
- Mobile status set to RECEIVED by user E1074577 on 2014-11-26 09:46:15

Bottom navigation bar: Play, Pause, Back, Checkmark



# Objectives

- Transparency
- Clarity
- Real-Time Data Flow
- Emergency Order Response Time
- Reduced Infrastructure Costs
- Location Services
- Routing/Travel Time
- Inventory Management





# Questions?

# How to Contact Us

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